

Southeast Ohio 2-1-1 Call Center Monthly Report for January 2012

- Total monthly calls: **1,789**
- Follow up and Advocacy calls: **192**
- **Special project for January:** Taking free Tax clinic calls
 - ✓ Handled 556 calls for people needing more information about our tax clinics, the qualifications, or to set an appointment.

The Southeast Ohio 2-1-1 Call Center is a **free 24 hour, 7 days a week** service to help callers get the help they need, **when they need it!** We provide information and referral for many types of services:

- ✓ Emergency Food Pantries
- ✓ Hot Meal programs
- ✓ Government Services
- ✓ Housing and Shelter
- ✓ Emergency Weather alerts
- ✓ Community Events
- ✓ Educational programs
- ✓ Volunteer opportunities
- ✓ and more!

	Jan 2011	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan 2012
Total calls	1027	745	919	991	1,201	1,356	1,351	1,347	1,178	1,304	1,348	1,349	1,789
Muskingum	885	621	779	827	983	1,139	1,133	1134	1014	1,112	1,129	1,153	1,575
Perry	58	52	43	63	91	76	68	92	80	67	89	91	76
Morgan	6	6	3	9	31	58	38	28	9	15	18	11	19
Other Counties	78	40	43	41	33	41	54	60	50	55	49	44	49
Hang ups		26	51	51	63	42	58	33	25	55	63	50	70

Needs Met for Muskingum, Perry and Morgan Counties

TOP 10 Major Needs – Jan 2012	Count	Percent
Financial Counseling/ (8) Tax Preparation (556)	564	32.27%
Food/Meals/Personal items	415	23.74%
Information Services	344	19.68%
Utility and Income Assistance	139	7.95%
Rent/Security Deposit	84	4.81%
Health/Medical	40	2.29%
Furniture/Applicances	26	1.49%
Housing/Shelter	24	1.37%
Government Srvices	19	1.09%
Transportation/Gas Money	17	0.97%

Call Type – Jan 2012	Count
Referral	909
Information	601
Follow-Up	182
Advocacy	10
Crisis Intervention	0

Top 10 Agencies for referrals in January 2012

1. United Way of MPM (information calls)
2. Muskingum County Hunger Network
3. Salvation Army
4. Eastside Community Ministry
5. Muskingum County Community Action
6. Ohio Dept. of Job and Family Services
7. Lifewell Furniture Bank
8. Muskingum County Center for Seniors
9. Zanesville Metropolitan Housing
10. Perry Emergency Assistance

Muskingum County Hunger Network

January 2012 pantry calls	
Zoned to a Pantry	139
One Time Only (emergency)	35
Total	174

Anyone needing **emergency food assistance** in **Muskingum County** must call 2-1-1. The call center specialist will collect all necessary information over the phone and then assign the caller to the pantry nearest them. Then they must pick up all paperwork at United Way of MPM and present it to their assigned pantry.

Other referrals related to food pantries

January 2012 Referrals (pantry related)	
Baby Pantry	7
Pantry Information	181
Taxable Pantry (paper/personal items)	6
Update Pantry Information	35
Hot Meals	3
Total	232

Resource/data: Your agency or organization is important to us...and to Muskingum, Perry and Morgan County residents!

Agencies and Services are **added** each month along with **updating** current agency information in our database. This is accomplished by media research and phone calls to local agencies and organizations. If you know of a new service or to be sure that your agency’s services are listed in our database, please contact us at 740-454-6872 and ask for our Resource Specialist, Deborah Elliot.

- **32** total updates to agencies in January
 - ✓ 26 editing and program updates
 - ✓ 6 new agencies added
- Total Agencies to date: **702**
- Total Sites/Services to date: **884**

Special project for January: Free Tax Clinic referrals

The Free Tax Preparation clinics are a service provided by United Way of Muskingum, Perry and Morgan Counties. Volunteer counselors assist clients in e-filing their state and federal taxes, completely free of charge. The 2-1-1 Call Center began taking tax clinic information calls in January. We then refer them to someone who screens the call and schedules appointments.

- We received **556** calls in January concerning the free tax preparation clinics.

For more information about this service, dial 2-1-1 during office hours, 8 am – 4:30 pm.

Your **Volunteer opportunities can be included in our 2-1-1resources!**

Volunteers are a valuable resource! So if you need volunteers for your organization or agency, please give us a call, and we will add your information to our database.

Can’t get through to 2-1-1?

If you dial 2-1-1 and **cannot get through** to our call center please dial **740-454-2255** and let our operators know about the difficulty to access 2-1-1.

Questions: Please contact Audrey Foster, Call Center Manager, at afoster211@unitedwayofmpm.org or call at 740-454-6872 ext. 227.